

## EVENT NOTIFICATION

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**To:** Qwest Wholesale Customers  
**From:** Qwest IT Wholesale Systems Help Desk  
**Date:** November 18, 2002  
**Subject:** System Event Notification – Correction

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☐ Initial

☐ Update

☒ Closure

This Event Notification is sent to advise you that Qwest had experienced trouble with the below system:

PCRM Ticket Number: **6089759** Ticket Severity: 2

ISC Ticket Number:

Event Onset

Description of Trouble: When calling the Wholesale Systems Helpdesk at 888-796-9102 option 3, you would have received a busy tone.

Time: 6:00 MTN

Business Impact: CLECs were unable to reach the Wholesale Systems Helpdesk.

☒ AM ☐ PM

Date: 11/14/02

Qwest Proposed Work Around: Report troubles to Interconnect Service Center at 888-796-9102 option 1. Reported problems were forwarded to the Wholesale Systems Helpdesk for resolution.

System/Application:

IMA-GUI	<input type="checkbox"/>
IMA-EDI	<input type="checkbox"/>
TELIS/EXACT	<input type="checkbox"/>
E-Commerce Gateway	<input type="checkbox"/>
CEMR	<input type="checkbox"/>
Resale Product Database	<input type="checkbox"/>
MEDIACC	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>

Client Region:

Eastern	<input type="checkbox"/>
Central	<input type="checkbox"/>
Western	<input type="checkbox"/>
All Regions	<input checked="" type="checkbox"/>

Estimated resolution Time: hh:mm MTN ☐ AM ☐ PM Date: mm/dd/yy

Event Closure Resolution: Service restored

Time: 9:05 MTN

☒ AM ☐ PM

Date: **11/14/02**

☒ System Event Notification has been closed.

Escalation:

Additional questions may be directed to the Qwest IT Wholesale Systems Help Desk at 1-888-796-9102, Option 3.